

BSBWHS413

CONTRIBUTE TO IMPLEMENTATION AND MAINTENANCE OF WHS CONSULTATION AND PARTICIPATION PROCESSES

WORKBOOK

Participant name	
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FOR THE PARTICIPANT
Instructions
ANSWERS - You will complete written activities as outlined on the following pages. You must attempt all questions and provide enough detail in your responses to demonstrate your knowledge. - The timeframe for these tasks will be established by your Assessor or Training Plan. Additional time may be allowed upon negotiation with the Assessor. - You must complete all questions unassisted by the Assessor or other personnel. It may refer to reference material as needed. All questions must be answered correctly for a 'Satisfactory' assessment outcome to be awarded. - An oral examination may be allowed under certain circumstances, whereby your answers will be documented by another party. - If any written questions are incomplete, or not answered satisfactorily will need to be completed again after further training support. - If you answer a question incorrectly but modify your response, put your initials next to the written change (or the Assessor must initial a verbal change).
Resources required
Pen

FOR THE ASSESSOR
Instructions
- Where oral examination has occurred, ensure that this is acknowledged in writing (e.g. FT001 and Assessor Comments) - All questions must be satisfactorily demonstrated by the Participant for a Satisfactory determination (indicated by an Assessor tick to the right of the question). - Assessors are to complete marking in pen of a different colour to the Participant. - If the Participant verbally modifies their response, write in the modified response verbatim and put your initials next to the written change.

ASSESSOR COMMENTS

As necessary, outline:

- Details on reattempts, alternative arrangements or reasonable adjustments made.
- Where a Participant is deemed 'Not Satisfactory', provide recommendations for future training.

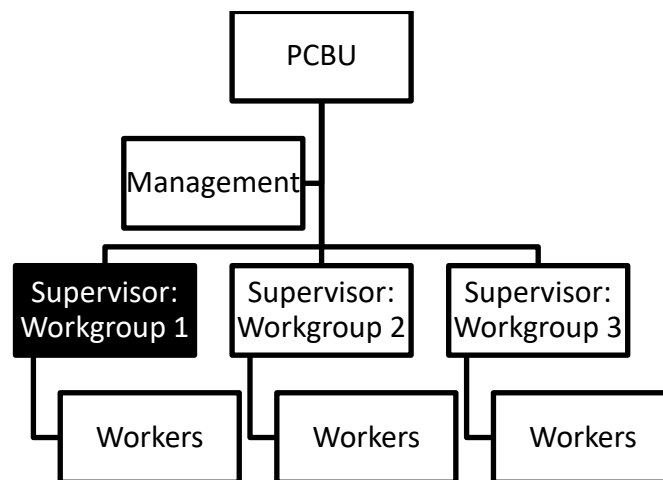
NOTE

At times, you will be provided with a specific business context to which you must respond, otherwise it is anticipated that you will use a workplace of your choosing (your own, or hypothetical) to provide the context to the task.

At all times, the responses in your assessment must reference **Australian** (Queensland or Federal) documentation, including legislation, regulations, codes of practice, standards and guidance publications. For example, in Queensland refer to

<https://www.worksafe.qld.gov.au/>

For the following activities, you will assume the role of a workgroup supervisor in a workplace of your choosing (see example organisational chart below).



Name a workplace and workgroup that you are (or hypothetically are) the supervisor for:

Name of workplace	Construction Skills Training Centre (CSTC)
Workgroup	Resource Development

ACTIVITY 1

For the three (3) individuals/parties:

- Explain what their roles, duties, rights and responsibilities are regarding consultation and participation
- Identify the documents (Act/Regulation/Codes of practice, policies and procedures) which impose these roles, duties, rights and responsibilities
- Identify how you would communicate with the individual/party to inform them about their roles, duties, rights and responsibilities (i.e. method of communication and in what timeframe)

Your role

Workers (including supervisors)

Roles, duties, rights and responsibilities regarding consultation and participation

As part of their responsibility for other workers, supervisors should relay information to workers and acknowledge/share workers' responses with others (e.g. PCBUs, HSRs).

Supervisors, as well as workers, should participate by providing their thoughts on WHS matters that affect them.

Documents which outline roles, duties, rights and responsibilities

Sections 47 and 49 of the Work Health and Safety Act 2011 (Qld) requires PCBUs to consult with workers on a range of issues, so the rights of workers stem from this section.

Regulations 574 and 575 outline that the operator of a determined major hazard facility must implement a safety role for workers that allows them to identify major incident hazards.

The Work Health and Safety Consultation, Co-operating and Co-ordination Code of Practice 2011 outlines the consultation requirements with workers in Sections 1, 2, 4.

CSTC's Safety Management System outlines the consultation policies and procedures in Section 4.3.4.1.

Communication method and timeframe

As workers collectively contribute towards consultation processes, meetings would be an appropriate medium for communicating such duties.

Name of Individual/Party 1
Person Conducting Business or Undertaking (PCBU)
Roles, duties, rights and responsibilities regarding consultation and participation
PCBUs should: Share relevant information with workers Provide workers with a reasonable opportunity to express their views, to raise work health and safety issues, and to contribute to the decision-making processes Take into account the views of workers Advise workers of the outcome of the consultation in a timely manner
Documents which outline roles, duties, rights and responsibilities
Section 46 of the Work Health and Safety Act (Qld) requires duty holders to consult with each other. Section 47 of the Work Health and Safety Act 2011 (Qld) requires PCBUs to consult with workers. Section 49 of the Work Health and Safety Act 2011 (Qld) outlines that consultation on WHS matters is required for a range of situations. Regulations 574 and 575 outline that the operator of a determined major hazard facility must implement a safety role for workers that allows them to identify major incident hazards. The Work Health and Safety Consultation, Co-operating and Co-ordination Code of Practice 2011 outlines the consultation requirements of PCBUs in Sections 1, 2, 4. CSTC's Safety Management System outlines the consultation policies and procedures in Section 4.3.4.1.
Communication method and timeframe
PCBUs should share information with workers via meetings and email, so that workers are informed collectively and in a timely fashion (avoiding a staggered timeframe, if possible). These methods allow the message recipients an opportunity to express their views and contribute towards the process.

Name of Individual/Party 2
Health and Safety Representatives (HSRs)
Roles, duties, rights and responsibilities regarding consultation and participation
These representatives are elected to represent workers in any consultation process regarding WHS issues. As party of their role, HSRs may: • Monitor the compliance of the business • Investigate complaints about WHS matters • Inquire into risks to health or safety • Inspect the workplace after giving reasonable notice • Accompany inspectors during inspections of the workplace • Direct to cease unsafe work and issue a Provisional Improvement Notice (PIN) [if they have completed the required training]
Documents which outline roles, duties, rights and responsibilities
Section 68 of the Work Health and Safety Act 2011 (Qld). Regulations 574 and 575 outline that the operator of a determined major hazard facility must implement a safety role for workers that allows them to identify major incident hazards. The Work Health and Safety Consultation, Co-operating and Co-ordination Code of Practice 2011 outlines the consultation requirements of PCBUs in Section 4.3. CSTC's Safety Management System outlines the consultation policies and procedures in Section 4.3.4.1.
Communication method and timeframe
As HSRs are representatives of the workers, they should be informed of their rights and duties as soon as possible, and also communicate their findings to workers within similar timeframes. As such, email would be a suitable medium of communication.

**Satisfactory
Outcome**



ACTIVITY 2

Identify two (2) WHS consultation and participation processes that may exist in your workplace for sharing WHS information (in addition to work team meetings).

For each process:

- Briefly describe the process
- Explain your role in the setting up and running of this process
- Describe how you communicate with individuals and parties about what these processes are
- Describe how you support the participation of individuals and parties in these processes
- Identify the ways in which the WHS information shared through each process should be recorded and stored.

Name of process

Work team meetings

Describe process

Workers meet to discuss issues and concerns.

Your involvement in set up and running of process

Supervisors of a workgroup can call the meeting, send out an agenda and collate points taken in the minutes to management on behalf of workers.

How you communicate with individuals and parties about process

Supervisors would notify workers of meetings either verbally or in writing, such as email.

How you support participation of individuals and parties in process

Supervisors of work groups can collate points taken in the meeting minutes to management or HSRs on behalf of the workers in their workgroup.

Recording and storing WHS information

Meeting minutes should be taken. These can be stored electronically or in hard copy.

Name of process 1
Suggestion boxes
Describe process
These provide an informal and anonymous way for workers to provide feedback about WHS issues.
Your involvement in set up and running of process
Supervisors may set up a suggestion box for their workgroup, promote its use and collate the feedback received.
How you communicate with individuals and parties about process
Supervisors can promote the use of suggestion boxes at work team meetings or using other methods of communication.
How you support participation of individuals and parties in process
Supervisors of work groups can collate points taken from the suggestion box to management or HSRs on behalf of the workers in their workgroup.
Recording and storing WHS information
A summary of suggestions should be recorded, so as to see any trends. These can be stored electronically or in hard copy.

Name of process 2
Surveys
Describe process
Surveys are a tool that allow you to collate feedback on how well current processes are performing.
Your involvement in set up and running of process
Supervisors may set up a survey by writing the questions and printing off, distributing and collating responses. Alternatively, they may set up the survey online and email it out to workers.
How you communicate with individuals and parties about process
Supervisors can implement promote surveys at meetings so that full feedback can be collated.
How you support participation of individuals and parties in process
Supervisors can be available on hand to provide assistance with survey questions. They can also analyse feedback so as to report issues to management or HSRs on behalf of the workers in their workgroup.
Recording and storing WHS information
A summary of survey results should be tallied, so that trends can be seen. These can be stored electronically or in hard copy.

**Satisfactory
Outcome**



ACTIVITY 3

For the two (2) individuals/parties listed below:

- a) Identify what is required for them to effectively be involved in consultation and participation
- b) Outline what training should be provided to assist in the improvement of their consultation and participation, identifying legislative requirements

Name of Individual/Party 1

Person Conducting a Business or Undertaking (PCBU)

Required for effective involvement in consultation and participation

PCBUs are required to have a detailed understanding of WHS requirements in the workplace to know when to consult with other parties and what to consult with them about.

Training that may be provided to assist

PCBUs might attend WHSQ workshops when new WHS requirements are implemented.

Name of Individual/Party 2

Health and Safety Representative (HSR)

Required for effective involvement in consultation and participation

HSRs require specific training to be able to issue Provisional Improvement Notices (PIN).

Training that may be provided to assist

HSRs new to their role must undertake a five (5) day Work Health and Safety Representative training course, as per the *Work Health and Safety Regulation 2011*.

Existing HSRs must undertake a one (1) day Work Health and Safety Representative refresher course at least every three years after the initial training.

Satisfactory
Outcome



ACTIVITY 4

Consider how feedback can be gathered about current WHS consultation and participation processes:

- a) Identify two (2) methods that can be used to gather feedback on the effectiveness of existing WHS consultation and participation processes
- b) Identify which stakeholders in the workplace should receive this information and how it should be documented and communicated to them

Methods for gathering feedback on existing consultation and participation process

Surveys

Suggestion boxes

Relevant stakeholders

Managers and PCBUs are in the position to implement feedback, so they should receive this information

Documenting and communicating findings

This feedback should be documented in the form of a report which identifies trends and should be communicated in a formal process to ensure it is considered for action.

Satisfactory
Outcome



ACTIVITY 5

Identify three (3) potential barriers to the implementation and effectiveness of WHS consultation and participation processes. For each barrier identified:

- Provide a measure that could be implemented to remove the barrier
- Explain how you can contribute to the development, implementation and evaluation of this measure.

Describe barrier 1

Geography - not all workers are physically present to be involved in consultation and participation processes.

For example, they may have classes in remote locations.

Measure to remove barrier

Providing better access to WHS information (e.g. electronically) so that workers can contribute irrespective of where they are.

Contribution to development of measure

Supervisors can assist in the development of this measure by determining which information is required to be delivered electronically, by referring to workers' schedules.

Contribution to implementation of measure

Supervisors can contribute to the implementation of this measure by being the person who delivers such information to workers (e.g. via email) and collating their feedback.

Contribution to evaluation of measure

Supervisors can determine whether workers are contributing to processes (e.g. whether they are providing meaningful feedback, if any). If not, then synchronous-types of communication may be more appropriate.

Describe barrier 2

Timing - not all workers are physically present at the same time to be involved in consultation and participation processes.

Measure to remove barrier

Scheduling meetings at appropriate times, according to who needs to be involved.

Contribution to development of measure

Supervisors can assist in the development of this measure by referring to workers' schedules and choosing common 'free' times for meetings.

Contribution to implementation of measure

Supervisors can contribute to the implementation of this measure by being the person who calls each meeting.

Contribution to evaluation of measure

Supervisors can determine whether meetings are able to have the required attendees. If not, alternative measures may be required (e.g. teleconferencing).

Describe barrier 3
Culture - there may be an anti-meeting culture in the workplace.
Measure to remove barrier
Encouraging informal discussions with workers may be a way to avoid having meetings.
Contribution to development of measure
Supervisors can assist in the development of this measure by implementing suggestion boxes, or allocating times to have informal discussions.
Contribution to implementation of measure
Supervisors can contribute to the implementation of this measure by initiating some of the informal discussions themselves, or nominating other workers to initiate such discussions on a topic relevant to them.
Contribution to evaluation of measure
Supervisors can determine whether informal discussions are an appropriate measure, by looking at the types of feedback they produce. If the types of responses are not serious, due to the informal nature of the discussion then more formal approaches may be needed (at least for some topics).

**Satisfactory
Outcome**



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QUIZ

Participant name	
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FOR THE PARTICIPANT

Instructions

- You will complete written questions as outlined on the following pages. You must attempt all questions and provide enough detail in your responses to demonstrate your knowledge.
- It is anticipated that you should complete this assessment within one (1) hour. But additional time may be allowed upon negotiation with the Assessor.
- You must complete all questions consistently by the Assessor or other personnel. It may refer to reference material as needed. All questions must be answered correctly for a 'Satisfactory' assessment outcome to be awarded.
- An oral examination may be allowed under certain circumstances, whereby your answers will be documented by another party.
 - Any written questions that are incomplete, or not answered satisfactorily will need to be completed again after further training support.
- If you answer a question incorrectly but modify your response, put your initials next to the written change (or the Assessor must initial a verbal change).

Resources required

Pen

FOR THE ASSESSOR

Instructions

- Where oral examination has occurred, ensure that this is acknowledged in writing (e.g. FT001 and Assessor Comments)
- All questions must be satisfactorily demonstrated by the Participant for a Satisfactory determination (indicated by an Assessor tick to the right of the question).
- Assessors are to complete marking in pen of a different colour to the Participant.
- If the Participant verbally modifies their response, write in the modified response verbatim and put your initials next to the written change.

ASSESSOR COMMENTS

As necessary, outline:

- Details on reattempts, alternative arrangements or reasonable adjustments made.
- Where a Participant is deemed 'Not Satisfactory', provide recommendations for future training.

Q1. True or False (Tick your response): Individuals and parties involved in WHS consultation and participation processes may include external bodies, such as unions and WHS inspectors.

Answer

✓	True
	False

☐

Q2. Which of the following are types of WHS consultation and participation processes? Tick all that apply.

Answer

Choice	Possible Answers
✓	Health and safety committees
✓	Internal involvement in inspections and audits
✓	Team meetings
✓	Planning committees

☐

Q3. True or False (Tick your response): Training for effective WHS consultation and participation can be as simple as teaching workers how to use computers to access WHS information and data.

Answer

✓	True
	False

☐

Q4. Which of the following may constitute barriers to the implementation and effectiveness of WHS consultation and participation processes? Tick all that apply.

Answer

Choice	Possible Answers
✓	Consultation meetings being too long and boring
✓	Language, literacy and numeracy levels of the workforce
✓	Workplace culture related to WHS
✓	Having separate work sites

☐

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PRACTICAL ASSESSMENT

Participant name	
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FOR THE PARTICIPANT	
Instructions	
• The tasks outlined on the following pages will require performance of normal workplace activities, as a result of a structured activity set by an Observer in the workplace or a simulated activity set by your Assessor/Observer. • The timeframe for these tasks will be established by your Assessor/Observer in consideration of location conditions and industry requirements. • You must complete all tasks assisted by the Assessor or other personnel, unless the steps note this assistance. • You must attempt all tasks (and itemised steps) for a 'Satisfactory' assessment outcome to be achieved. ○ For an observation conducted that is incomplete, or without satisfactory performance, the observation will need to be completed again after further training support.	

FOR THE ASSESSOR/OBSERVER	
Instructions	
• The following observation record should be used to judge and record your observations of the Participant as they complete the task(s) set. You must record your observations of the Participant's performance. ○ For each occasion, indicate the task performed and whether it was a simulation or workplace-based task. ▪ Any simulated assessment must ensure the Participant still performs under workplace conditions which reflect industry standards. ○ In the comments, provide clear detail regarding the task that the Participant was required to do (e.g. PPE used, materials handled, attachments connected, plant types). • All steps must be satisfactorily demonstrated by the Participant for a 'Satisfactory' determination (indicated by an Assessor tick to the right of each itemised step, or an Observer tick to the right of each itemised step, and confirmation by an Assessor in the Assessor Comments). ○ Where you have determined that one or more task steps have not been satisfactorily demonstrated, provide the Participant with additional support and outline details of such assistance in the Assessor/Observer Comments. Allow the Participant two (2) further opportunities to demonstrate the task again to allow an opportunity for a 'Satisfactory' assessment outcome to be achieved. ○ If after three (3) attempts the Assessor determines that the Participant cannot demonstrate the required steps, a 'Not Satisfactory' outcome is to be determined.	

ASSESSOR COMMENTS: GENERAL

[illegible]

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